STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE

Policy No. DOC 1.3.22	Subject: **EXIT INTERVIEWS AND EMPLOYEE SATISFACTION**	
Chapter 1: ADMINISTRATION AND MANAGEMENT		Page 1 of 2
Section 3: Human Resource Bureau		Effective Date: Sept. 1, 1996
Signature: /s/ Mike Ferriter, Director		Revision Dates: 02/03/98; 06/01/07

I.   POLICY

The Montana Department of Corrections will gather and report data related to employee turnover and current employee satisfaction in order to design strategies to improve staff retention and provide goals and feedback for agency managers.

II.   APPLICABILITY

All Department divisions, facilities, and programs.

III.   DEFINITIONS

Exit Interview – A documented, structured discussion for the purpose of gathering candid and accurate data regarding an employee's reasons for leaving Department employment.

IV.   DEPARTMENT DIRECTIVES

A.   Exit Interviews

1. The Department of Corrections requires that all employees who voluntarily leave Department employment be asked to respond to a standard set of exit interview questions.

2. The Human Resource Bureau will:

   a.   verify with the appropriate supervisor that an exit interview has been scheduled, a copy of this policy has been provided, or that the interview has been completed and the results are provided to the Human Resource Bureau; or
   b.   contact the terminating employee to arrange for an exit interview and provide him or her with a copy of this policy.

3. The terminating employee may:

   a.   choose who will conduct the exit interview and may request to have the responses shared with the immediate supervisor and/or any individual in the chain of command above the immediate supervisor;
   b.   choose a Human Resource Bureau staff member to conduct the interview and have the interview responses shared with the appropriate supervisor, division or facility manager; or
   c.   may choose to remain anonymous and request that his or her exit interview information be kept in a secure file accessible only to Human Resource Bureau staff in which case the bureau will enter the information into the general database anonymously.
      1)   if the exiting employee requests anonymity, his or her exit interview form will be kept in a secure file accessible only to the Human Resource staff who will enter the information into the general database without attribution.

4. The terminating employee's immediate supervisor will:

a. inform the employee of the exit interview requirement and choices; or
b. confirm that the terminating employee has contacted the Human Resource Bureau to schedule the interview.

5. If the terminating employee does <u>not </u>request anonymity:

a. the immediate supervisor or higher level administrator may request and receive a copy of the exit interview information from the Human Resource Bureau; or
b. the supervisor or administrator may conduct the exit interview and forward the information to Human Resource Bureau for compilation.

6. The Human Resource Bureau will:

a. compile an annual report of the data gathered through exit interviews;
b. retain the report and supporting data in the Human Resource Bureau records; and
c. issue copies of the report to Department director annually and to division and facility administrators by special request.

B.   Employee Feedback Systems

1. It is the intent of the Department of Corrections management to:

a. solicit employee feedback on agency employment issues; and
b. use the information to improve the Department's human resource management practices to the extent possible.

V.   CLOSING

Provisions of this policy not required by statute will be followed unless the provisions conflict with negotiated labor contracts, which will take precedence to the extent applicable.

Questions concerning this policy should be directed to the Human Resource Bureau.

VI.   REFERENCES

A.   *Exit Interview Guide – State Personnel Division – July, 2000*

VII. ATTACHMENTS

None.